

ERI's Unique Tech Solution Fits Banking Trends



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Please explain why your firm has been able to achieve a high level of success?

Technology definitely plays a crucial role in the digitalisation of business models, but it can also become an engine for growth. OLYMPIC Banking System has established itself as a pivotal driver of the business growth of private banks; it is capable of adapting to the most specific and complex requirements.

One of the reasons for our success is our understanding of the realities of the market. The close cooperation with our clients and partners ensures that our solutions are in line with market needs.

What challenges have you had to surmount to get to this point?

ERI constantly adapts its suite of solutions to reflect and respond to the challenges faced by banks. Diversification of products and services and reducing time-to-market are key to ensuring new sources of revenue. Responding to new customer segments and needs is an enormous challenge. The only way to face it is the capacity to rely on a digitally enabled platform that facilitates agility and connectivity thanks to an open architecture. An enhanced and personalised customer experience will be the backbone of client acquisition and retention.

By automating and streamlining key processes banks will allow staff to focus on value-added client servicing, but also mitigate operational and compliance risks.

Banks also face challenges when it comes to consolidating and exchanging data. Our technology platform facilitates the consolidation of data and ensures end-to-end accuracy. Data is no longer siloed, but accessible throughout the customer journey, allowing bankers to take a holistic approach to customer needs.

In what ways do you measure success?

Our clients trust us to empower them with flexible, problem-solving tools to stay ahead of the curve and anticipate their own customers' needs. A project is successful when the bank can measure the outcome and the benefits of implementing a new technology solution. These benefits are typically measured in terms of operating costs or the time saved on previously manual processes.

What are your ambitions for the business?

Our ambition is to deliver a unique technology solution that constantly evolves and adapts to meet the critical requirements of banks and responds to the constraints and challenges of the Asia-Pacific market. The way banks have been addressing their technology needs has evolved to follow the trend of "platformification" and component banking. Using a secure, robust and scalable IT platform has become a pillar of a bank's development strategy.

We have, of course, seen market expectations move towards digital front-end solutions and ERI has been adapting its offering accordingly. According to Knight Frank's wealth report, Asia-Pacific is set to become the largest regional wealth hub by 2026. HNWI's needs in the region are evolving, the great wealth transfer we are witnessing since a few years is ongoing, and the next generation has high expectations towards new personalised digital services but also succession planning that go beyond traditional investment portfolios, including for example digital assets or sustainability.